



United States Department of State

*Office of Foreign Missions
Washington, D.C. 20520*

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NOTICE

Enhancements to Driver Services & Motor Vehicle Documentation Application Review Procedures

Effective immediately, the Office of Foreign Missions will institute revised policies and procedures concerning the submission of Office of Foreign Missions (OFM) Applications for OFM Driver Licenses, Non-Driver Identification Cards, Registrations, Replacement Plates, Titles, and Insurance submissions.

A review of OFM's Diplomatic Motor Vehicle Program has revealed more efficient ways to better serve the foreign mission community with the provision of OFM Driver Licenses, Non-Driver Identification Cards, Registrations, Replacement Plates, Titles, and Insurance submissions. Please be advised that during the implementation of these new procedures, the foreign mission community can expect to see a higher rate of incomplete applications returned to mission, in order to provide more efficient processing time for complete applications.

To avoid potential delays, missions should be sure to submit complete applications using current procedures as quickly as possible and to frequently check the application's status in eGov. Information concerning such procedures is available at <https://www.state.gov/ofm/dmv/driver/index.htm> and <https://www.state.gov/ofm/dmv/registration/index.htm>.

The basic premise of this change is that in situations where OFM has not yet received the information needed to complete service request, in most cases the transaction will be returned to the submitting mission via the e-Gov system. Once the mission has the requisite information/documentation, the transaction should then be resubmitted to OFM via the e-Gov system.

Questions concerning this enhancement may be directed to

OFMCustomerservice@state.gov or to the appropriate OFM Regional Office.
Information concerning OFM's Regional Offices is available at
<https://www.state.gov/ofm/ro/index.htm>.